KRS Secure Email Portal

User Manual

A step-by-step guide for using KRS's ZixCorp® secure email solution

This manual can be found at www.kyret.com in the Employer Information section.

External User

KRS Security Solutions – Security Is Everyone's Business

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Kentucky Retirement Systems (KRS) is implementing the KRS Secure Email Portal, a secure email solution that protects confidential information exchanged between KRS and participating agencies. The portal uses strong encryption to safeguard the confidentiality of email communications and greatly reduces the risk of costly disclosures that could put our members at risk of identity theft and other fraudulent activity.

We strongly encourage all employers to use the KRS Secure Email Portal when sending confidential information or attachments via electronic mail. The portal should not be used for monthly reporting.

The *KRS Secure Email Portal User Manual* outlines clear, step-by-step instructions for accessing and using the portal. You should find the portal to be simple and easy to use; however, if you have additional questions or need support please call our KRS Employer Hotline at (888) 696-8810.

This user manual can be found at www.kyret.com in the Employer Information section. Please inform other employees in your agency who may need to exchange confidential information with KRS.

KRS Secure Email Portal

- Supplies a safe and easy way to exchange confidential information
- Provides written documentation of communications
- Reduces the need for phone calls and faxes

As a reminder, you should never send sensitive information,
such as social security numbers, via *unsecure* email.

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Introduction

It is important that all Kentucky Retirement Systems' (KRS) email communications containing sensitive or confidential information are kept secure from unauthorized access, modification, and disclosure. To accomplish this objective, KRS has implemented a secure email portal using ZixCorp's® secure email solution, ZixPort®, to protect KRS email and ensure all confidential information is safeguarded from unauthorized access and disclosure.

The KRS Secure Email Portal provides a safe and easy way to exchange information by email. The portal provides secure email funtionality including the ability to create, reply, delete, and manage secure email.

KRS's Responsibility to Protect Confidential Information

KRS has adopted policies and standards to protect confidential information using strong encryption technologies and other security best practices. In addition, KRS is working to classify all types of information it collects and utitilizes, most importantly confidential information which includes:

- Personally identifiable information (PII) such as full name, date of birth, address, Social Security number, driver's license number, member PIN, etc.;

- Health, medical or financial information linked with any of the above PII;

- Operational KRS information such as strategic planning documentation, internal audit findings, risk assessments, investigation reports and findings, etc; and

- Network/system configuration information such as vulnerability assessment findings and reports, network schematics, hardware and software inventories, IP addresses, firewall rule sets, etc.

KRS policy requires that confidential information be protected with strong encryption when in storage and during electronic transmission, which includes the transmittal of confidential information in email and accompanying attachments. All users are responsible for complying with KRS policies to ensure confidential information is protected, particularly when sending confidential information in email. As a rule, full Social Security numbers should not be included in email, paper correspondence, reports or anywhere the use of a full Social Security number is not warranted. If a full Social Security number is required, the email must be encrypted to prevent unauthorized access and disclosure. In continued efforts to protect personal information, KRS is currently engaged in a security initiative to eliminate the use of full Social Security numbers on member documents and reports. In addition, KRS plans to develop a member identification number to replace the use of a member's Social Security number as a unique identifier.

Accessing a Secure Email

1. When a KRS staff member sends you a secure email, you will receive a notification email (see Figure 1). If you have not previously registered, proceed to Step 2. If you have previously registered, proceed to Step 3.

Notification Email

You have a Kentucky Retirement Systems Secure Email message from jane.smith@kyret.com.
To view the secure message, click here.
Do not reply to this notification message. This notification message was auto-generated by the sender's security system. To reply to the sender, please go to your secure message by clicking on the link above.
The secure message expires on Jun 25, 2008 @ 09:58 (CDT).
If you would like to have your secure messages delivered directly to your inbox, find out more about ZixMail.
NOTE: If your mail program does not support active links, you can view your secure message by copying and pasting the text below into the "Address" or "Location" bar of your Internet browser and press "Enter" or click "Go".
https://web1.zixmail.net/s/e?b=kyret&m=ABD0nIy5SlFb6qG9dMxA4SHp&c=ABCkX3NMeEVRdV68OcAxNVhK&em=krs%5fexternal%5fuser%40yahoo%2ecom

Figure 1

2. When accessing the KRS Secure Email Portal for the first time, click the "click here" link to navigate to the **KRS Secure Email Portal Registration**.   You will be required to **create a password** and a **password reminder phrase.** Click the "Submit Password" button to register your email address, password, and password reminder phrase (see Figure 2).

Registration

KYRetirement Systems

Register below for your mailbox to send and receive secure messages.

Email Address:*

Password:*

Re-enter Password:*

Password Reminder Phrase:*
Choose a word or phrase that will help you remember your password.

Cancel   Submit Password

Password Rules

Passwords must be at least eight characters and must meet two of the following three conditions:
- Contain both alphabetic and numeric characters
- Contain both uppercase and lowercase characters
- Contain at least one special character such as: ~!@#$%^&

*Indicates required field

Want to receive your secure messages directly in your inbox? Learn more about ZixMail.
For Customer Support, email us at support@kyret.com.

Figure 2

Password Policy
The **minimum password length** is **eight characters**. Adding two or more of the following constraints to the password is required.
- Alphabetic <u>and</u> numeric characters
- Uppercase <u>and</u> lowercase characters
- <u>At least one</u> special character such as: ~!@#$%^&

After successfully submitting the registration information, you are logged in to the KRS Secure Email Portal. Proceed to Step 4.

3. Click the "click here" link in the email to navigate to the **KRS Secure Email Portal Sign In**. Enter your email address and password. Click the "Sign In" button (see Figure 3).

    Note: The KRS Secure Email Portal can also be accessed at the following secure web address: ***https://web1.zixmail.net/s/login?b=kyret***.

Sign In

Figure 3

4. You are now logged in to the KRS Secure Email Portal, and can view the secure email (see Figure 4).

Inbox Tab
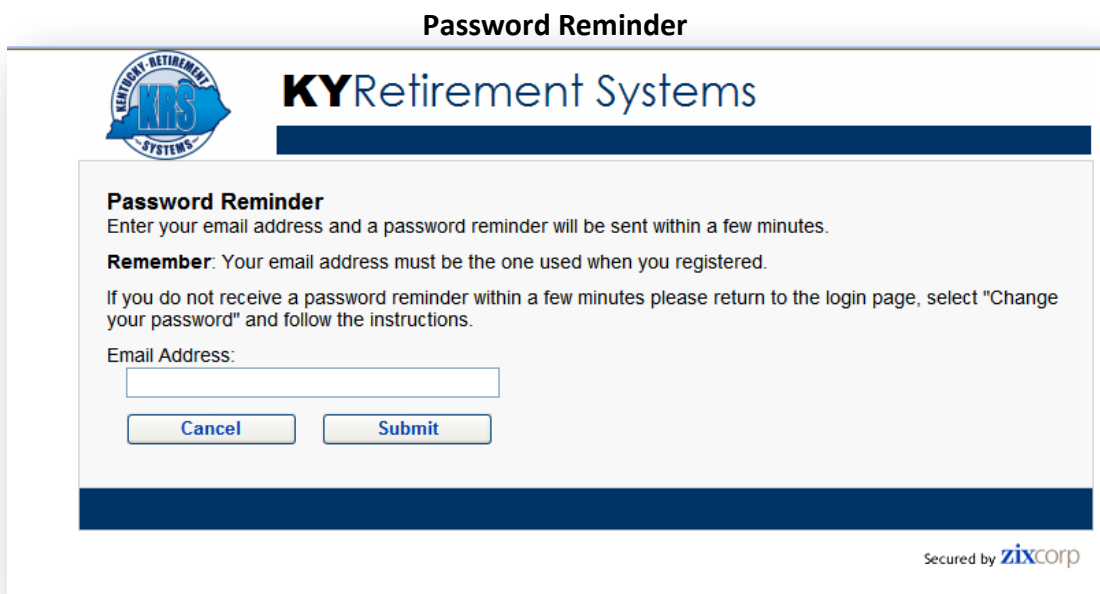
Figure 4

Password Reminder Phrase

To access your password reminder phrase, click the "Forgot your password?" link. Enter your email address and click the "Submit" button. An email will be sent containing your password reminder phrase to the email address that you provided during registration (see Figure 5). If you cannot remember your password after you receive your reminder phrase, follow the directions listed below to change your password.

Password Reminder

Figure 5

Change Your Password

To change your password, click on the Change Password link on the Sign In page (see Figure 3).

Enter the email address that you provided during registration, a new password and new password reminder phrase (see Figure 6).

Note: You do not need to contact KRS to change your password.

Change Password

Figure 6

After successfully submitting the new registration information, you will receive an account change confirmation page (see Figure 7).

Account Change Confirmation

Figure 7

An email notification is sent to your inbox that includes a link to activate your new password (see Figure 8). You may activate your new password or decline your new password. If you decline your new password, the password will not be re-set.

Email Notification

Your Kentucky Retirement Systems Secure Email password is pending.

To ACTIVATE your new password, click the link below:

https://web1.zixmail.net/s/a?b=kyret&cmd=ABCtWp5FC5DW3bdLnmqNTZnf

This is the last step in this one-time process.

To DECLINE your new password, click the link below:

https://web1.zixmail.net/s/d?b=kyret&cmd=ABCtWp5FC5DW3bdLnmqNTZnf

If your email program does not support active links, please copy and paste the link displayed above into the "Address" or "Location" field of your browser and press "Enter" or "Go".

Figure 8

Once you have activated your new password, an Activation Successful message will display in your web browser (see Figure 9).

Activation Successful Message

KYRetirement Systems

Activation Successful
You have successfully activated your new password.

[Continue]

Note: Your password is important. Please store it in a safe place.

Secured by **zix**corp

Figure 9

Tabs and Features

The tabs are located at the top of the page and serve as the navigational tool for accessing the many features of the KRS Secure Email Portal. These tabs include Inbox, Address, Compose, Sent Mail, Drafts, Help, and Sign Out (see Figure 10).
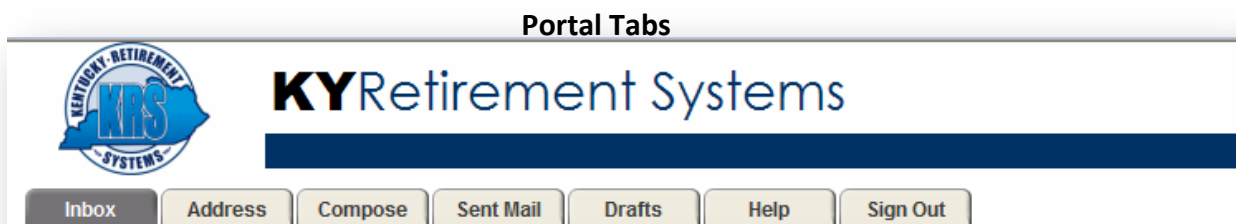
Portal Tabs

Figure 10

Inbox Tab

The Inbox tab is used for reading, replying, forwarding, printing, and deleting email (see Figure 11).
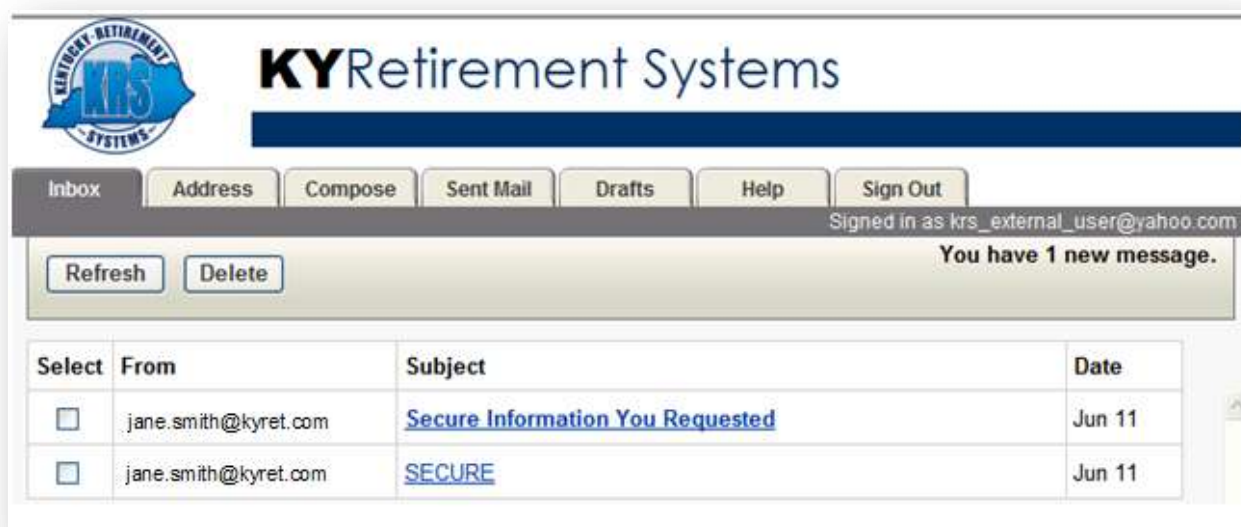
Inbox Tab

Figure 11

- Read Email
  Clicking on an email listed on the Inbox tab opens an email for you to read, reply, forward, delete, or print. All email and attachments can be saved as text files or as zip files by clicking on the appropriate action in the "More Actions" dropdown list, and clicking the "Go" button (see Figure 12).

  IMPORTANT NOTE: Any email or related attachments containing confidential information that are saved from the KRS Secure Email Portal must be stored, managed and deleted in a secure manner to prevent unauthorized access and information disclosure.
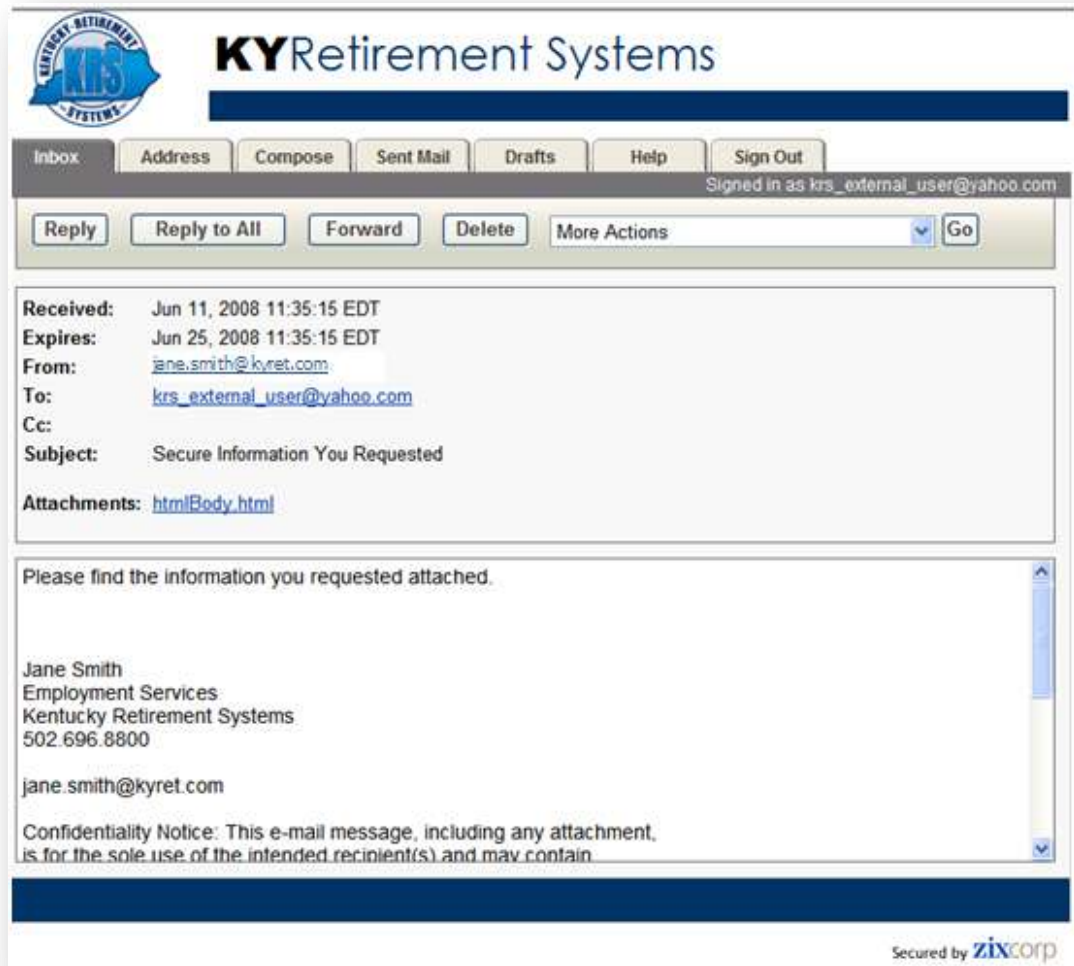
Figure 12

Note: *The Received date/time listed in the email is the timestamp for when the email was received in the KRS Secure Email Portal. The Expires date/time is when the email will be deleted from the Portal.*

- Reply
  When viewing an email, you can reply to the sender. While composing a reply, you have the ability to save an unfinished email to the Drafts tab (see Figure 12).

- Reply to All
  When viewing an email you can reply to the sender and the original recipients of an email (see Figure 12).

- Forward
  An email can be forwarded by selecting the "Forward" button and entering the recipient's email address (see Figure 12).

  Note: Email can only be forwarded to KRS employees.

- Delete
  You can delete email by selecting the "Delete" button (see Figure 12).

- Email Expiration
  Email will be deleted from the KRS Secure Email Portal **14 days after the received date**. The KRS staff member who originated the email will be notified of any expired email (see Figure 12).

  Reminder: Email and attachments may be saved as text files or as zip files.

Address Tab

The Address tab permits you to save the email addresses of individuals communicated with frequently. Click the "Add Contact" button on the Address tab to create an address book. The "Add Group" button creates a distribution list of frequently used email addresses under a group name. Individual entries and groups can be edited or deleted (see Figure 13).

Address Tab

Figure 13

Compose Tab

The Compose tab enables you to create and send a new email or save an unfinished email as a draft on the Drafts tab (see Figure 14). *Email can only be composed and sent to KRS employees.*

IMPORTANT NOTE: The subject line of the email is NOT encrypted; therefore, <u>do NOT type social security numbers or other confidential information in the subject line</u>.

Recommendation: To prevent confidential email from being sent to incorrect recipients, KRS recommends that users add frequently used email addresses to the Address tab and use those addresses when composing email.

Compose Tab

Figure 14

- Attachments
  Attachments are supported as part of the compose, forward, and reply features. To attach a file(s) to an email, click the "Attach File" button (see Figure 15).

  The **maximum number of files that can be attached** to an email is **10**, and total **file size cannot exceed 15 MB**.

Attachment Feature

Figure 15

<u>Sent Mail Tab</u>
The Sent Mail tab provides a list of email that has been sent from the KRS Secure Email Portal in chronological order. Additional email information is also provided (see Figure 16).

Reminder: Sent email will be deleted from the KRS Secure Email Portal 14 days after the sent date.

Sent Tab

Figure 16

Drafts Tab

When composing or replying to email, an unfinished email can be saved as a draft by clicking the "Save Draft" button. Select the Drafts tab to view all saved email. Email can be retrieved at a later time to be completed and sent, or deleted (see Figure 17).

Note: The KRS Secure Email Portal automatically creates a draft of an email when the session times out or when you navigate to another page in the portal.

Drafts Tab

Figure 17

Help Tab
The Help tab opens a separate window and displays the table of contents, search, and index features.

Note: If an error is made when entering information during registration, the KRS Secure Email Portal returns meaningful information and error messages.

Sign Out Tab
Click the Sign Out tab to close the KRS Secure Email Portal.

Note: Clicking the Sign Out tab can cause an email to be lost. When composing, replying or forwarding an email, always click the "Save Draft" button or navigate to one of the other tabs before clicking the Sign Out tab.

- Session Timeout
  After 20 **minutes of inactivity**, you will be automatically logged out of the portal.

- User Lockout Notification Email
  - You will be **locked out** of the KRS Secure Email Portal for **30 minutes** after **three unsuccessful logon attempts**.
  - Changing the password immediately unlocks the account.
  - An email containing instructions for changing your password is sent to the email address that was provided during registration.
  - An account can be unlocked during the temporary lockout by clicking the "Change Your Password" link on the KRS Secure Email Portal Sign In (see Figure 3). Follow the instructions for changing your password on pages 6, 7, and 8 of this manual.

If you have additional questions or need support for the KRS Secure Email Portal, please call our Kentucky Retirment Systems' Employer Hotline at (888) 696-8810.